

Rollout of New Allowable Foods List and WICShopper app

Starting May 1, 2017 the new [Allowable Foods List](#) and the [WICShopper mobile app](#) will be available for participants. Most of the new foods will be available to participants without a food package change. The exception is yogurt, which must be assigned as a new food package in order to be available to women and children.

Issuing yogurt

We recognize that participants are eager for the new foods, but due to problems with reissuance, please DO NOT reissue benefits in order to provide yogurt before currently issued benefits expire. Compass is still experiencing reissuance problems which create additional work for all staff, and can result in removal of all benefits, or incorrect food amounts reissued.

Examples of timing to issue food packages with yogurt:

Example 1: Participant was issued February, March and April benefits: assign a yogurt model food package with an effective date May 1 or later.

Example 2: Participant was issued March, April and May benefits: assign a yogurt model food package with an effective date June 1 or later.

Example 3: Participant was issued April, May and June benefits: assign a yogurt model food package with an effective date of July 1 or later.

Resources

The following promotion and training materials are available:

[Allowable Foods List](#) – effective May 2017 (sent to all clinics April 1, 2017)

[Shopping with your eWIC Card](#) – updated April 2017 (anticipated to arrive in clinics May 1, 2017)

[Introducing WIC Shopper poster](#) - 12 x 18 inches (anticipated to arrive in clinics mid-April, 2017)

[Introducing WIC Shopper poster](#) - letter size

[WIC Shopper: Simplify your WIC shopping](#) – desk top instructions

Staff instructions

Prior to May:

- Display the posters in the clinic. Staff may choose to print additional letter size copies of the posters to display in the clinics.
- Alert participants that **at their next appointment** new WIC foods and a WICShopper app will be available.

May 1 and after:

Provide WIC participants the new Allowable Foods List and review the changes.

- If participants wish to substitute 1 quart of yogurt for 1 quart of milk, assign a yogurt model food package for their **next set of benefits**.
- DO NOT reissue benefits in order to provide yogurt.

Provide information about the WICShopper app

- Show WIC participants the [“WIC Shopper: Simplify your WIC Shopping”](#) instructions on

downloading the WICShopper app. State office recommends that staff print, laminate and keep the instructions at their desks.

- Provide WIC participants the revised "[Shopping with your eWIC Card](#)" brochure which contains instructions on downloading the WICShopper app.

Questions and Answers

Q1. Why can't I assign the yogurt food package and reissue existing benefits? Participants are eager to have yogurt!

A1. There continue to be Compass issues with reissuance of food benefits, which can result in removing all benefits for the family, or reissuing incorrect amounts of foods. To provide the best customer service to participants and ensure they are issued their full benefits, the state office requests that reissuance of any food package is only done when absolutely necessary, such as the need to change formulas or formula amounts. Just let participants know that exciting changes are coming in their food package and they will be able to receive the new food package at their next appointment! (For example: Family has May, June and July benefits. Let them know they have an exciting food package coming in August!)

Q2. What if my participant's next visit isn't in person, such as after a WIChealth.org lesson or phone visit?

A2. You can still provide the food package and WICShopper app information via phone counseling, mail or email the Allowable Foods List and the Shopping with your eWIC Card brochure, or refer the participant to the materials posted on the Colorado WIC website.

Q3. The WICShopper app contains a link to WIChealth.org. What if a participant completes a lesson but isn't eligible to receive benefits remotely (i.e., their next appointment is for a recertification)?

A3. Acknowledge that the participant completed a WIChealth.org lesson and let them know that at specific appointments they may be able to complete another lesson in lieu of a clinic visit and have food benefits remotely issued. Provide additional information about WIChealth.org as needed. Note that the revised Shopping with your eWIC card brochure includes a place for recording the family id number (FID), which is needed when registering for WIChealth.org lessons in order to link the lessons to WIC nutrition education documentation.

Q4. What other links are available from the WICShopper app?

A4. From the WICShopper app, the following tabs are available:

- Scan Barcode - shows if the scanned item is WIC allowed . If the participant's eWIC card has been registered, the app will also show if the food is available with the family's remaining benefits.
- Key Enter UPC –shows the same information from entering a UPC as from scanning the barcode.
- My Benefits – shows a listing of remaining WIC foods for the current month. Arrows to the right of the WIC foods show allowed amounts of foods by specific name and UPC.
- WIC Allowable Foods – links to the Colorado WIC Allowable Foods List (effective date May 1, 2017) in English or Spanish.
- WIChealth.org – links to WIChealth.org online nutrition education.
- Yummy Recipes – links to delicious, healthy recipes using WIC foods.
- Life Hacks – links to low-budget tips and tricks to help bring variety to cooking routines.

- Rate or Give Feedback – opportunity for users to rate the usefulness of the WICShopper app.
- Get Help – provides assistance on handling card issues, links to Welcome to WIC video.
- WIC Vendors – allows participant to see locations of Colorado WIC stores.

From the WICShopper menu, users can also:

- Find a WIC Office
- View other WICShopper partners
- Select either English or Spanish as their language.